Production Services Team Leader

Department: Information Systems Technology

Class Code: 1325

EEO Code: 22

FLSA: E

Effective: 01/03/1996

GENERAL STATEMENT OF DUTIES:

Under direction; performs work of considerable difficulty in supervising the operation of the enterprise computer system and client/server computer systems on an around-the-clock basis; and performs other work as required.

SPECIFIC STATEMENT OF DUTIES:

Supervises and trains computer operators in all aspects of computer room operations; ensures sufficient shift coverage; reviews completed work for accuracy and quality; keeps shift personnel up-to-date of all directives, procedures and operating instructions; assists in interviewing, hiring and evaluating staff; establishes processing or work priorities as necessary to meet service level objectives; evaluates and maintains sufficient file and system backups to provide efficient recovery operations and maintain data integrity for all systems; authorizes the release of production files and reports created by enterprise (mainframe) and client server systems; develops and maintains policies, standards and operating procedures for assigned areas of responsibility; provides operational control and utilization of automated scheduling system to ensure accurate and successful implementation of daily batch processing schedules; schedules and monitors necessary vendor maintenance of computer room equipment; performs duties of computer operators; and performs other work as required.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

Considerable knowledge of enterprise and client server computer operations; of systems software including CICS, Novell and other software.

Considerable skill in training others in computer operations; and in effective supervision.

MINIMUM EDUCATION AND EXPERIENCE:

Associate degree in information systems or related field preferred and five years of experience in operation of multiple computer systems including one year of supervisory experience; or an equivalent combination of training and experience.

ADDITIONAL REQUIREMENTS:

None.

This class specification is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.